

HP Education Services Course Description

ITIL V3 Service Operation (HF440)



This 3-day course offers training towards the free-standing Service Operation qualification, but is also one of the Lifecycle modules leading to the ITIL Expert qualification. The course covers all aspects of Service Operation and is based upon the ITIL v3 core book of the same name.

Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization. The course will be of particular interest to staff working in or managing an IT Service Operation department or wishing to include this module as part of their ITIL Expert qualification.

Prerequisites

Existing holder of the ITIL V3 Foundation Certificate, or an earlier Foundation qualification and an ITIL V3 Foundation Bridge Certificate. Candidates should have read the Service Operation book.

Course objective

Upon successful completion of this course participants will:

- Gain a thorough understanding of the managerial and supervisory issues regarding IT Service Operation processes, functions and activities
- Be able to understand the important interfaces between Service Operation and the other stages within the ITIL Service Lifecycle
- Be prepared to sit the formal ITIL Service Operation examination

Course title: ITIL V3 Service Operation

HP product number: HF440

Category/Subcategory: ITSM/ITIL

Course length: 3 days

Level: Manager/Supervisory

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Benefits to you

- Identify the ITIL lifecycle and the fundamental processes involved in Service Operation and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- Learn to move the reactive relationship between IT and users to a proactive relationship

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Next steps

Other modular courses form the Life-cycle or Capability streams leading to the ITIL Expert qualification

Detailed course outline

Introduction to Service Operation

Service Operation Principles

Service Operation Processes

- Event Management
- Incident management
- Request Fulfillment
- Problem Management
- Access Management
- Operational activities in other processes

Common Service Operation Activities

Organizing Service Operation Functions

- Service Desk
- Technical Management
- IT Operations Management
- Applications Management
- Service Operation organization structures

Technology Considerations

Implementation Considerations

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